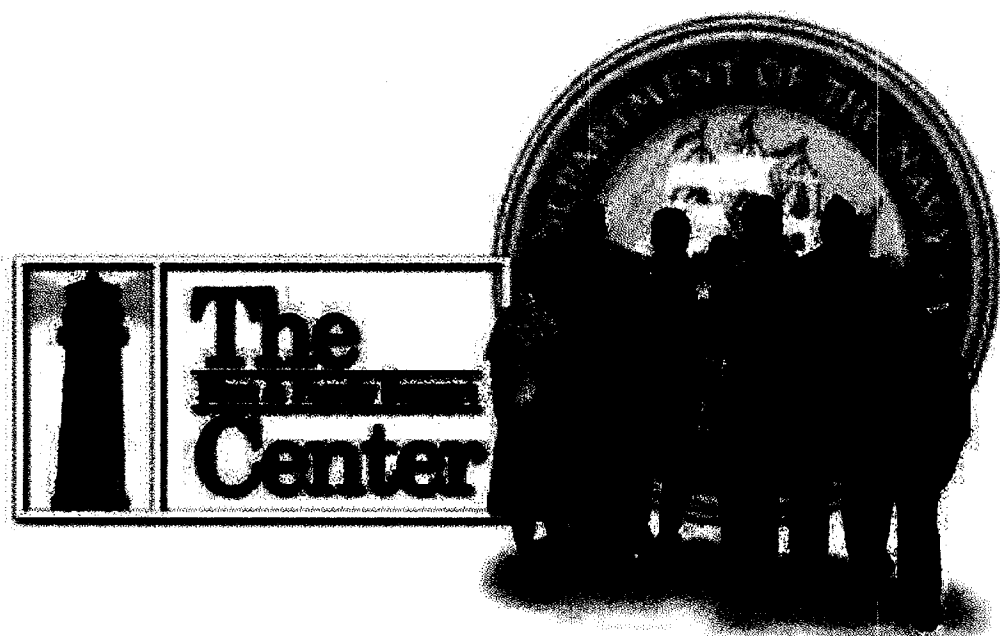


# **Crisis Action Plan for Development of a Family Assistance Center**



***Meeting Your Needs at Home and at Sea!***

# **Crisis Response Plan**

## ***Introduction***

Fleet and Family Support Center(s) (FFSCs) of (insert name) is/are responsible for responding to crisis situations and using all the resources available to assist victims, survivors, and their families. Quick and appropriate response to a crisis requires advanced planning and preparation, plus a solid network of communication and coordination with those military and civilian agencies that might be called upon to assist.

Prior planning is necessary to ensure a coordinated humanitarian response to incidents that may be extensive or limited in scope. A crisis can be a fire, accident, or suicide that results in unexpected and traumatic loss for the survivors, or it can be a major disaster resulting in mass casualties. In the event of a disaster, Commander, (enter region or installation name), will activate the regional plan for disaster preparedness and recovery planning, as outlined in (insert local instruction). This instruction outlines (installation or region acronym) role in the event of a wide range of crises: Disaster Evacuation Plan, Emergency Repatriation Plan, Emergency Shelter Program, etc., (base name) will delegate to FFSC the requirements for services and support as necessary.

This Crisis Response Plan addresses the range of crises for which FFSCs may be called to action and explains the type of response and support that may be required of the FFSC. It is a supporting document to the (local inst.) and is intended as a guide for FFSC staff in responding to a crisis. Since each actual crisis situation may be different, this Crisis Response Plan is intended to be comprehensive but flexible enough to act in response to different circumstances and to respond to the overriding authority of (installation or region acronym).

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### ***Attachments***

- (A) Crisis Response Teams Wire Diagram
- (B) Crisis Response Staffing
- (C) Crisis Volunteer Application
- (D) Reception Crisis Response Materials
- (E) Client Registration Crisis Response Log (Reception)
- (F) Client Registration Crisis Response Log (I&R)
- (G) Client Registration Crisis Response Log (Call Center)
- (H) Airport Readiness Checklist
- (I) Crisis Response Log (MIB at local Airport)
- (J) Family Assistance Center Checklist
- (K) Crisis Response Log (FAC)
- (L) Acronyms
- (M) Crisis Response DO's and DON'Ts
- (N) Crisis Response Levels
- (O) Locator Information Form
- (P) Client Registration/Repatriation Form
- (R) Crisis Response Center Checklist

### ***References***

- (a) Insert references
- (b) etc.

**I. INSTALLATION/REGIONAL CRISIS RESPONSE PROGRAM PLANNING AND COORDINATION**

- A. The ***Crisis Response Team (CRT) Chairman*** will appoint a Site Manager responsible for Capability I as the Regional Crisis Response Coordinator. This position has the overall responsibility of planning, coordinating, and implementing a crisis response program for the FFSC(s) of (insert name).
- B. The ***Installation/Regional Crisis Response Coordinator*** will develop and implement a plan and actions in preparation for implementation of this plan in the event of an actual crisis. They include:
1. Ensuring the FFSC recall bill is updated no later than the second week of January, April, July, and October or as necessary.
  2. Ensuring functional area team leaders train their teams on roles and responsibilities.
  3. Planning and conducting a crisis response exercise at least annually.
  4. Ensuring the development, coordination, and updating of inter-service agreements and memoranda.
  5. Reviewing placement of staff to assigned duties. Attachments (A) and (B).
  6. Ensuring quarterly update of Joint Services Recall Bill (if applicable).
  7. Check to see if any FFSC staff is impacted.
- C. ***Crisis Response Team (CRT)*** The Crisis Response Team consists of the Installation/Regional Director, Site Managers, Regional LCPO and Contract Manager (if applicable). Members of the team are responsible for:
1. Ensuring delivery of crisis response services.
  2. Meeting bi-annually to review the preparedness and response activities.
  3. Developing and implementing the Disaster Response Plan to include obtaining the necessary human and material resources needed to support the plan.
  4. Developing and implementing exercises and lessons learned.
  5. Completing an evaluation after all major disaster responses.
  6. Revising Disaster Response Plan as needed based upon evaluations of exercises and disaster responses.
  7. Ensuring an ongoing training program is available to include basic (orientation) and advanced training.
- D. ***Chairman of CRT***

1. Chairman of CRT is FFSC Director/(other appointee).
2. Oversees all aspects of crisis response and response activities of the FFSC.
3. Advises (base name) on military and civilian community resources and human services/personnel available to support affected coordination of services to victims and others involved in the recovery process.
4. Appoints Family Assistance Center (FAC) Coordinator and directs opening and staffing Family Assistance Center (FAC) when tasked by higher authority.
5. Acts as "problem solver/trouble shooter" for issues that cannot be resolved by the other Coordinators and/or FFSC Crisis Response Center Coordinator.
6. Determines the need for resources or services beyond the FFSC capabilities and relays this information to immediate supervisor.

## **II. FFSC CRISIS RESPONSE CENTER (CRC)**

- A. A CRC Center will be established at the Installation/Regional FFSC to coordinate resources, provide administrative and technical support for crisis response activities, and coordinate increased workload requirements for basic FFSC Services. If the crisis occurs within another base/station, an ad hoc CRC may be established at the servicing FFSC.
- B. CRC staffing will be organized in shifts of no more than 12 hours each with ½ hour overlap for shift turnover, 24 hours a day or as needed, for as long as required, with the following staff:
  1. FFSC CRC Coordinator
  2. Assistant CRC Coordinator (ACRC)
  3. CRC Recorder
  4. CRC Messenger
  5. Other staff to include Admin Support, Volunteer Coordinator, Information Technology and logistics team member as needed.

### **C. *FFSC Crisis Response Center Coordinator (CRCC)***

1. Ensures staff recall is complete and report to the Director when the CRC, Family Assistance Center (FAC) and other Crisis Response activities are staffed and ready to provide assistance.
2. Briefs CRC team members and other Team Coordinators on the nature of the crisis and FFSC's role.
3. Ensures coordination of FFSCs in (region/area), to include satellite offices, Joint Services

and the Airport Information Booth at (local) Airport (phone #), as applicable.

4. Reviews incoming and outgoing messages, e-mails, and faxes and evaluates logs and other record keeping to ensure proper documentation of FFSC activities. Determines proper numbering, recording, distribution, and disseminates all messages, faxes, and pertinent information received by FFSC.
5. Coordinates FFSC on-site assets and services in support of the FAC. Upon request from the FAC Coordinator, provides additional FFSC staff, volunteers and other assistance, as available.
6. Assists in coordinating support and resources from other FFSCs and joint support centers, government agencies, and community organizations. This may include Navy-Marine Corps Relief Society, American Red Cross, Chaplains, CACO, etc.
7. Coordinates watch rotations to reduce staff and volunteers fatigue. Receives and maintains copies of all watch rotations.
8. Determines what routine FFSC operations will be suspended, due to crisis operations, with Director's approval.
9. Informs Director of the situation in hourly verbal or written reports, as the situation dictates.
10. Coordinates humanitarian support services and actions taken by (insert site name) FFSC(s) as well as resources made available from other DOD or DON family support agencies. Identifies and maintains liaison with community organizations who assist in the crisis situation and/or disaster recovery operations.
11. Liaisons regularly with (base name) Public Affairs Office (PAO), and advises the FAC Coordinator, Center Reception Coordinator, and Call Center Coordinator on information that may be released to the public. Requests PAO Petty Officer to be assigned to CRC for duration of crisis.
12. Determines the type of meaningful statistics that need to be collected and compiled by each unit and ensures submission schedules are met.
13. Coordinates the de-establishment of the FFSC Crisis Response Center following the crisis.
14. Arranges crisis debriefing for staff members participating in the delivery of service.
15. If multiple sites, ensures each Site Manager contacts their respective COs about support FFSC is providing to families.
16. Contacts each FFSC to ensure that each is keeping a Crisis Log to include PAO releases, watchbills, POCs, Crisis Response SOP, and a running log of phone calls/crisis visitors both in and out.
17. Coordinates reports for higher headquarters during the crisis and after-action report to Director.

**D. *FFSC Assistant Crisis Response Center Coordinator***

1. Assists the FFSC CRC Coordinator in conducting operations at FFSC, and operate as the FFSC CRC in his/her absence.
2. Performs specific duties and tasks as directed by the CRC Coordinator.
3. Ensures administrative and communications support for all areas of operation.
4. Ensures all units under FFSC control (i.e., Receptionists, I&R, etc.) receive timely updates on the situation. Ensures units keep the Crisis Response Center informed of their situations throughout the crisis.
5. Ensures required reports are produced and dispatched hourly.
6. Ensures good communication is maintained between the Crisis Response Center and the FAC during the crisis situation.
7. Ensures the Watch Recorder enters all events and pertinent information in the Crisis Response Center log.
8. Coordinates administrative support with the Administrative Support Services Supervisor.
9. Ensures that a CRC Watch Bill is established and each Team member has a copy.

**E. *Crisis Response Center Watch Recorder***

1. Maintains the FFSC Crisis Response Center log during crisis situation. Ensures all events and orders are recorded in the log. Is aided by the ACRC in decisions concerning the log.
2. Maintains statistics as directed by Installation/Regional Director and CRCC. Statistics shall be comprised of basic information initially, to include phone numbers of primary POCs and resources identified at early onset of crisis, and incoming data from FAC, Call Center, etc.
3. Logs all watchstanders schedules as submitted by Coordinators.
4. Assists ACRC in preparing required reports.
5. Updates all information on status boards.
6. All Watch Recorders must be fully qualified on operation of common software and basic computer skills, printer, and fax machine.

**F. *Crisis Response Center Messenger***

1. Performs duties and tasks as directed by the members of the CRC.
2. Delivers messages/reports and press releases to other units in FFSC by fax, hand or computer.
3. Assists Watch Recorder and Logistical Team Member as required/necessary.



4. Serves as a "runner" during the watch when deliveries and/or pick-ups must be made.

**G. *Crisis Response Center Logistics Team Member***

1. Reports to the Logistical Support Team Coordinator and is on the Crisis Response Team.
2. Maintains all requests for logistical items and notifies the logistic coordinator of requested items.
3. Maintains a status board of outstanding logistics requests with an approximate time request will be filled.
4. Maintains and issues keys to the CRC vehicle.
5. Sets up the CRC with all logistical support as required by CRC.
6. Ensures additional phone lines in the CRC are connected if required and cell phones given to CRC staff that requires them.

**H. *Crisis Response Center IT***

1. Set up all the required computer and IT hardware and software and responsible for keeping it running throughout the crisis.
2. Set up equipment at a variety of sites such as the CRC, FAC, Call Center, Reception area, etc.
3. Breakdown of equipment following the crisis.

**I. *Additional Assistance.*** The following positions may provide assistance to the Crisis Response Center during the crisis.

**1. *Volunteer Coordinator***

- a. Upon notification of a crisis, the Volunteer Coordinator reports to the FFSC Crisis Response Center to receive a brief on the crisis situation and the requirement for providing qualified volunteers.
- b. Notifies Volunteer Coordinators from region (if applicable) and briefs them on the situation and the need for volunteers. Prepares a watchbill, with other Volunteer Coordinators, to ensure that one will be on duty at Crisis Response Center, FAC, etc., as the situation requires.
- c. Receives requests for volunteers from area FFSCs and their collateral duty FAC Coordinators.
- d. Assigns volunteers who are offering their services to help in the crisis and refers them to the appropriate task. (This may be delegated to another staff member or volunteer).
- e. Ensures volunteers fill out the Crisis Volunteer Application, Attachment (C).

- f. Ensures all volunteers are thoroughly briefed before they assume their duties and are debriefed at the conclusion of the crisis. Volunteer training includes “Do’s and Don’ts of Crisis Response,” Attachment (M), and commonly used acronyms, Attachment (L).
- g. Ensures volunteers are aware that crisis debrief counseling assistance is available after the crisis is concluded.
- h. Promulgates a watchbill should the event be prolonged, with each watch not exceeding six to eight hours in duration. Watch reliefs are to be staggered.
- i. Volunteer Coordinator will keep a current list of donated items and inform the Crisis Response Center on a regular basis. The Volunteer Coordinator will maintain this list and be responsible for thank you letters following the crisis.
- j. Coordinate ombudsman support with the Chairman of the (local/regional) Ombudsman Assembly.

## **2. *Volunteers/Ombudsmen***

- a. Volunteers will be selected according to job needs and experience, as much as possible, using volunteers from current and past ombudsmen, active duty personnel, qualified retirees, and other trained volunteers.
- b. Volunteers will be issued color-coded nametags to indicate that they are volunteers working at the FAC or FFSC.
- c. Volunteers will be needed at the FAC to assist in the following areas:
  - (i) Staff phones
  - (ii) Operate check-in desk
  - (iii) Render assistance to family members
  - (iv) Staff childcare area
  - (v) Assist with food/comfort services
- d. Volunteers will be needed at FFSC to assist in the following areas:
  - (i) Staff phones in reception areas
  - (ii) Act as "runner" or "recorder"
  - (iii) Assist as greeters

## **3. *IT Support Coordinator***

- a. Assigned by the Chief of Regional Support Services.
- b. Ensures all IT support is in place in the CRC and the FAC and other places where computers may be required.
- c. Updates crisis information on FFSC official website
- d. Establishes “crisis connection” on Intranet and post current information for all FFSC

staff updates. This information will be supplied by the CRC.

4. **Graphics Staff** – Initially report to the FFSC Crisis Response Center for tasking as watch recorders or to provide graphics/word-processing assistance.

### III. CALL CENTER

- A. Call Center will be established and maintained within the (insert name) FFSC. The Crisis Response Center (CRC) will coordinate FFSC regional resources and community organizations to support the Call Center. The Call Center will be staffed 24 hours a day, as long as required, and include the following functions and staff.
  1. **Call Center Coordinator (CCC)** will be identified by the FFSC Director. CCC may be the Education and Training Supervisor or Chief of Services.
    - a. Establishes watchbill to provide adequate watch-standers during crisis operations for phone coverage and Airport.
    - b. Single Point of Contact for communication.
    - c. Maintains data on phone activity, Attachment (F). Advises Crisis Response Center on staffing needs and provides statistics for reporting purposes.
    - d. Maintains flow of information up and down the chain. Regular reports will be made to the Crisis Response Center.
    - e. Trains staff and volunteers assigned.
    - f. Evaluates consistency of information released over phones.
    - g. Establishes a “Pass Down Log” that is tabbed with the following sections at a minimum:
      - (i) *PAO Media Handouts/Messages* that have been received since the beginning of the crisis.
      - (ii) *“Words to say”* to individuals calling to get information about specific persons in the command(s) affected
      - (iii) *Sign-in Sheet* for duty with “time-in” and time-out”
      - (iv) *Duty Schedule*
      - (v) *Resource Information*
- B. **Information and Referral Watchstanders** includes both military and contract staff identified and trained as watchstanders
  1. Staff phones 24 hours a day in assigned shift.

2. The I&R watchstander is officially notified of a mass casualty condition through the Crisis Response Center or his chain of command.
3. When directed, the I&R watchstander will activate the recall bill notification to staff and disseminate all pertinent information.
4. All I&R watchstanders in a liberty status will immediately contact the I&R office for assignment to the watchbill.
5. The media will not be permitted to interview or photograph I&R watchstanders without the approval of the Crisis Response Center.
6. Maintain data on phone activity, Attachment (G), and reports status regularly to CRC.

***C. FFSC Reception Center and Reception Center Coordinator***

1. In the event of a crisis, the Reception function in the lobby of the (base name) FFSC will be expanded to respond to anticipated increase in phone and walk-in activity. Reception will include three areas of responsibility: phone coverage, greeting, and coordination. Reception crisis response materials to support this function are listed on Attachment (D). When the Crisis Plan is implemented, the Reception Center Coordinator is responsible for directing the following personnel:
  - a. Receptionists
  - b. Admin Secretaries
  - c. Relocation Staff
  - d. Administrative Volunteers
2. Provides phone staff and greeters with materials and instructions for their use, and other training as required.
3. Distributes situation updates to Reception staff, as reports are made available from the Crisis Response Center.
4. Maintains liaison with Crisis Response Center and Call Center to ensure timely communication and advise the Crisis Response Center of lobby activity levels. This must be done on a regular basis and is considered very important.
5. Briefs receptionists on call screening and forwarding procedures. Receptionists and greeters will be instructed on information to be released to the public.
6. Requests Volunteer Coordinator to recall volunteers that have been trained to assist in a crisis. Volunteers will be informed of the crisis situation and asked if, and when, they are available to work as a receptionist, greeter, or runner.
7. Coordinates scheduling of staff and volunteers to provide reception, greeting, and running coverage at the reception area.
8. Ensures the lobby remains a secure, private environment for staff and clients. This includes requesting that the Crisis Response Center assign a security watch in the lobby if needed.

9. In consultation with Call Center, transfers incoming calls that are part of the crisis to the Call Center.

**D. Greeters**

1. Serves as receptionists for walk-ins at FFSC, FAC, etc.
  2. One-on-one turnover will occur as shifts change. Turnover will be accomplished in an area or room away from the reception area in order to provide an uninterrupted complete turnover.
  3. The constant phone activity in a crisis situation precludes the receptionists from performing tasks other than answering the phones. Walk-ins needing more than simple I&R, or groups of individuals (staff or otherwise) gathering in the lobby, must be ushered to other appropriate rooms/areas either inside or outside of the Center.
  4. Media representatives who come to the FFSC for information and interviews that say they were sent by PAO, must provide the name of the FFSC person to whom they were referred. PAO will be called/checked and the media representatives verified.
  5. If the media representative has not received PAO approval, he/she will be directed to obtain such approval. They will NOT be permitted to use the phone in the lobby since they could overhear client conversations.
  6. If and when a media representative has obtained PAO approval, he/she will be asked to wait in an office or area other than in the lobby. If available, one of the classrooms will be set up to be used for this purpose to restrict media from the lobby. The FFSC Crisis Response Center Coordinator will be notified that the media representative has arrived.
  7. Record contacts in Crisis Response Log, Attachment (E).
  8. Report status (numbers of: walk-ins, phone calls, staffing, etc. related to crisis) on a regular basis to Reception Coordinator.
- E. **Relocation** – The Relocation Unit will initially report (if Relo is closed) to the Reception Center Coordinator for tasking as a shift supervisor or greeter. He/she may be reassigned to provide other assistance.

#### **IV. AIRPORT MILITARY INFORMATION BOOTH (AMIB)**

- A. Assists and directs officials and family members arriving at (local) Airport.
- B. Provides information on transportation for arriving officials and family members.
- C. Relays messages and information concerning arriving officials and family members to higher authority.
- D. In the event that the crisis situation warrants, a large number of primary next-of-kin (PNOK) and secondary next-of-kin (SNOK) may arrive by way of (local) Airport. The Director or Crisis

Response Center will order additional FFSC staff and volunteers to the airport to receive and provide assistance to the families.

E. Assists officials and family members departing by way of (local) Airport.

F. *Airport Supervisor* - Appointed by LCPO

1. Coordinates operations at the Airport MIB.
2. Directs FFSC staff and volunteers assigned at (local) Airport.
3. Provides a processing and information table at the airport so casualty families can check in.
4. Receives a list, from the Crisis Response Center, CACO, or other official source, providing the names of those family members expected to arrive by commercial air.
5. Provides information on transportation for families and officials from the airport to the FAC or other official destinations.
6. Requests for volunteers (including counselors) and supplies to assist in staffing the airport will be made by the Airport Supervisor to the FFSC Crisis Response Center, Attachment (H).
7. Assists security personnel in controlling the media at the airport.
8. Ensures that a watchbill is established for adequate staffing to meet requirements.
9. Interfaces with airport authorities as required.
10. Ensures all contacts and services are documented, Attachment (I).
11. Provides regular updates to Crisis Response Center.

## **V. FAMILY ASSISTANCE CENTER (FAC)**

A. In the event of mass casualties or other situations in which significant numbers of families might come to the base to await news of loved ones, FFSC will open a Family Assistance Center (FAC) in a facility as designated by the Commanding Officer, (base name). FAC Checklist is provided, Attachment (J).

1. The FAC may offer:
  - a. Grief and trauma counseling for personnel affected by the crisis.
  - b. Private rooms where Casualty Assistance Calls Officers (CACO) can notify, or meet with, next of kin.
  - c. Private rooms for individual counseling by FFSC counselors.
  - d. Temporary shelter or rest areas set up with cots, blankets, pillows, and chairs.

- e. Information, referrals, maps, phone service, ensuring family members at the FAC are provided timely information about the crisis.
  - f. Temporary Child Care, in coordination with Moral, Welfare and Recreation (MWR).
  - g. Services of Navy Chaplains.
  - h. Services of other government and community agencies to include Navy-Marine Corps Relief Society, Red Cross, Navy Legal Services, Personnel Support, and others as required.
  - i. Refreshments provided by galley facilities, Red Cross, or commercial sponsors.
  - j. Diagram of FAC provided to individuals arriving so they are aware of FAC services available.
  - k. Follow-up Support Groups as required.
  - l. If required, provide assistance at Military Airlift (MAC) Terminal (if available).
2. The FAC will be staffed, as needed, with staff working shifts of no more than eight hours. A team led by a designated FAC Coordinator will staff each shift. Teams will be staffed to ensure that the above responsibilities can be successfully carried out.
- a. Staffing of the FAC will include the following positions: FAC Coordinator(s), I&R Coordinator, Clinical Services Coordinator, FAC Messenger, and assigned FAC staff and volunteers to cover the reception desk and be available to support family members.
3. ***FAC Coordinator(s)***
- a. Coordinate setup of the FAC and report to the FFSC Crisis Response Center when the FAC is staffed and ready. (Refer to Family Assistance Center Checklist, Attachment (J)).
  - b. Provide direction and support community organizations (e.g.: American Red Cross, Navy-Marine Corps Relief Society) arriving at the FAC to provide support.
  - c. Ensure staffing is in place for I&R Coordinator, Clinical Services Coordinator, FAC Messenger, and needed FAC staff and volunteers.
  - d. Brief FFSC staff and volunteers reporting to the FAC for duty and keep workers informed about the crisis.
  - e. Ensure good communication between the FAC and Crisis Response Center by providing reports as directed.
  - f. Recommend alternative plans in the event the FAC becomes overcrowded.
  - g. Brief the incoming FAC Coordinator at the end of each shift.

- h. Coordinate disassembly of the FAC when it is no longer needed and conduct debriefs for staff.
- i. Arrange debrief for FAC staff at completion of crisis response.
- j. Use database to track locations of clients.

**4. *FAC Messenger***

- a. Performs the duties and tasks as directed by the FAC Coordinator.
- b. Delivers messages/reports and press releases to other units in FAC, as directed by the FAC Coordinator.
- c. Updates FAC information on status boards and/or FAC Logbook.
- d. Provides FAC with materials and supplies.
- e. Acts as “runner” if required during the watch when deliveries and /or pickups must be made.

**5. *FAC Clinical Services Coordinator***

- a. Assesses the need for clinical counseling services.
- b. Liaisons with the Navy’s Special Psychiatric Rapid Intervention Team (SPRINT), American Red Cross, Navy Chaplains, and TRICARE in the delivery of on-site counseling at the FAC.
- c. Arranges schedule of FFSC clinical counselors at the FAC, and provides a copy to the FAC Coordinator.
- d. Recommends delivery of other clinical counseling services based on the extent of the crisis.

**6. *FAC I&R Coordinator***

- a. Assesses the ongoing need for resources required of family members during the crisis, and provides up-to-date information to staff working the FAC.
- b. Recommends needed resource materials to the FAC Coordinator, and implements the distribution of resource materials as needed.



**7. *FAC Staff and Volunteers***

- a. Greet and process families arriving at the FAC by providing them with nametags and recording all arrivals and departures on the Crisis Response Log, Attachment (K).
  - b. Assess the families' needs and escort them to the appropriate services.
  - c. Provide support counseling and crisis intervention by trained, certified counselors.
  - d. Report their activities and any concerns to the FFSC FAC Coordinator.
8. FAC staff must be able to accommodate a variety of different scenarios on short notice. There may be informational meetings held in which Coordination Representatives communicate with waiting families. There may be other processes implemented to identify individuals, and/or families of casualties in order to make notifications. FAC staff, especially counselors, must be flexible in their efforts to reduce anxiety, and provide support to cope with the situation. They must also support CACOs, Special Psychiatric Response Intervention Team (SPRINT) members, and Chaplains as they provide notifications and assistance to the grief stricken.

B. No media will be allowed in the FAC.

**VI. LOGISTICAL SUPPORT UNIT.**

A Logistical Support unit will be established to ensure that all crisis response sites have the equipment and support needed. This unit will normally be staffed by military personnel assigned to FFSC and directed by the Installation/Regional LCPO as the Logistical Support Coordinator.

**A. *Logistical Support Coordinator***

1. Procure, assign, distribute, track, and retrieve cellular phones, pagers, and other communication equipment to/from the appropriate personnel.
  2. Ensure that all FFSC sites are physically set up to respond to all contingencies.
  3. Coordinate and control use of FFSC vehicles.
  4. Ensure physical security at FFSC sites.
  5. Manage the transfer of materials, supplies and people, and make pickups and deliveries, as requested.
- B. The *Installation/Regional LCPO* will prioritize requests for support, as required, and coordinate them with the Crisis Response Center Coordinator.

## VII. PLANNING NOTES

- A. **Donations.** Food and other donations will be coordinated with the following organizations as appropriate. Any food donations delivered to FFSC for personal consumption will be logged.

1. *Cash:*

Navy League - insert local #(s)  
American Red Cross -  
Armed Services YMCA -  
USO -

Navy-Marine Corps Relief Society:  
insert local #(s)

2. *Clothing:*

Navy-Marine Corps Relief Society -  
AMVETS -  
Thrift shops listed in the yellow pages

Salvation Army:  
insert local #(s)

3. *Food* donated by eating establishments will be accepted and coordinated with Galley POC. The Volunteer Coordinator will note on each dish the donor's name, address, and phone number. Thank you letters will be sent within 14 days of conclusion of the crisis. The Volunteer Coordinator will provide information to the logistics Support Coordinator for Delivery as needed.

- B. **Media Contacts.** Staff and volunteers will direct members of the media to the Installation Public Affairs Office. Media inquiries will be reported immediately to the Crisis Response Center Coordinator. The media, upon approval by the PAO and FFSC Director, may interview FFSC personnel. Ensure phone requests for media interviews and any walk-in media representatives are referred directly to PAO.
- C. **All Coordinators.** (Reception Coordinator, Family Assistance Center Coordinator, Airport Assistance Coordinator, Logistical Support Team Coordinator, Volunteer Management Coordinator, 24-hour I&R Supervisor, Call Center Coordinator will manage their area watchbills and provide the Crisis Response Center with copies of each watchbill.
- D. **Staff and Volunteer Identification.** Personnel working at FFSC Crisis Response sites will wear nametags. Nametags will be provided to all volunteers.
- E. **Scheduling.** Staff/volunteers will notify the Supervisor if they are unable to meet their scheduled time commitment, giving as much advance notice as possible.
- F. **Support to Caregivers.** FFSC staff must be alert to signs of stress in their co-workers. Staff who are feeling overwhelmed by the events should seek and get relief and support. The need to take care of the caregivers should be a consideration of all team coordinators. No team members should be allowed to work longer than their designated shift.
- G. **Relieving the Watch.** Watch relief for all watches will be staggered so an entire new watch team does not take over at the same time. Oncoming watch personnel will hold a complete and orderly turnover. They must read and understand the logs, message traffic, status boards and be verbally briefed by the outgoing watchstander. Each watchstander shall report 30 minutes early

for a thorough turnover. Crisis needs to be used as a training opportunity for as many staff as possible at all sites.

- H. **24-hour Information and Referral** watch will continue to operate as scheduled, except staffing may be increased as needed. I&R watchstanders in a liberty status shall muster upon hearing of a crisis for possible assignment. I&R watchstanders will be relocated to a designated space (Room #) which will be known as the Call Center. Plus up of existing staff may be necessary.
- I. **Lessons Learned.** At the end of the crisis, there will be a mandatory debrief for all staff to process events and develop a list of lessons learned. Lessons learned may be incorporated into future updates of this plan. Debrief may be held at different sites depending on the crisis.
- J. **Follow-up.** Once the crisis is over, there may be individuals and/or families who may continue to need help in coping. FFSC will provide information and referral, to appropriate community and military service(s).
- K. **Statistics** to be collected include numbers of:
- calls concerning the crisis
  - routine calls
  - individuals checked into the FAC
  - individual counseling sessions
  - walk-ins
  - type of calls
  - others as needed
- L. Attachments (L), (M), (N) are provided for use in Crisis Response training or as required.
- M. Attachment (O) is provided and can be used when the location of individuals/family members is requested in an official capacity.
- N. Attachment (P) is provided for use during Repatriation.